PTO/SB/17 (10-03)
Approved for use through 07/31/2006. OMB 0651-0032
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE no persons are required to respond to a collection of information unless it displays a valid OMB control number Paperwork Reduction Act of 1995

EE TRANSMITTAL for FY 2004

Effective 10/01/2003. Patent fees are subject to annual revision.

Applicant claims small entity status. See 37 CFR 1.27

TOTAL AMOUNT OF PAYMENT

(\$)	950	.00
------	-----	-----

· · · Co	Many	7	
Application Number	09/848,998	QETT)	0/
Filing Date	May 4, 2001	RECEIVE	b /
First Named Inventor	James S. Chapple	•	
Examiner Name	Niketa I. Patel	NOV 2 5 20	3
Art Unit	2182	•	-400
Attorney Docket No.	42390.P9943	Technology Cente	2,00

Check	METHOD OF PAYMENT (che	FEE CALCULATION (continued)						
Deposit Account:			3. ADDITIONAL FEES					
Deposit Account Number Deposit Account Num			<u>Large</u>	Entity	Small	Entity		
Output O	Deposit						Fee Description	Fee Paid
Deposit Account Blakely, Sokoloff, Taylor & Zafman LLP Name The Director is authorized to: (check all that apply) Charge fee(s) indicated below	Account U2-2666						Surcharge - late filing fee or oath	100140
The Director is authorized to: (check all that apphy)	Deposit Account Blakely, Sokoloff, Taylor	& Zafman LLP	1052	50	2052	25		
Charge fee(s) indicated below		et anniv)	1053	130	1053	130	Non-English specification	
Charge any additional fee(s) or any underpayment of fee(s) Charge fee(s) indicated below, except for the filling fee to the above-identified deposit account.		, , , ,	1812	2,520	1812	2,520	For filing a request for ex parte reexamination	
Tell Note Tell		rpayment of fee(s)	1804	920*	1804	920*		
1. BASIC FILING FEE Large Entity Small Entity Fee		r the filing fee	1805	1,840*	1805	1,840*		
1. BASIC FILING FEE Large Entity Small Enti		ON	1251	110	2251	55	Extension for reply within first month	
Large Entity Small Entity Fee		UN	1252	420	2252	210	Extension for reply within second month	
Code (\$) Code (\$) Code (\$)			1253	950	2253	475	Extension for reply within third month	950.00
1001 770 2001 385 Utility filing fee 1002 340 2002 170 Design filing fee 1401 330 2401 165 Notice of Appeal 1402 330 2402 165 Filing a brief in support of an appeal 1403 290 2403 145 Reguest for oral hearing 1403 290 Reguest for oral hearing 1403 290 Reguest for oral hearing 1403 290 2403 145 Reguest for oral hearing 1403 290 Reguest for oral hearing 1403 290 2403 145 Reguest for oral hearing 1403 290 2403 145 Regular to reguest for oral hearing 1403 290 2403 145 Regular to reguest for oral hearing 1403 2403 1450 1451 1,510 2450 255 Petition to revive - unintentional 1403 2403		<u>on</u> Fee Paid	1254	1,480	2254	740	Extension for reply within fourth month	
1003 530		ee —	1255	2,010	2255	1,005	Extension for reply within fifth month	-
1004 770 2004 385 Reissue filing fee			1401	330	2401	165	Notice of Appeal	
1005 160 2005 80 Provisional filing fee SUBTOTAL (1) (\$) 1451 1,510 2452 55 Petition to revive - unavoidable 1452 110 2452 55 Petition to revive - unintentional 1451 1,510 1451 1	1003 530 2003 265 Plant filing for	ee 🗀	1402	330	2402	165	Filing a brief in support of an appeal	
SUBTOTAL (1) (\$) 2. EXTRA CLAIM FEES FOR UTILITY AND REISSUE	1004 770 2004 385 Reissue filin	g fee	1403	290	2403	145	Request for oral hearing	
2. EXTRA CLAIM FEES FOR UTILITY AND REISSUE Extra Claims Extra Claims helow Fee Paid 1501 1,330 2453 665 Petition to revive - unintentional 1501 1,330 2501 665 Utility issue fee (or reissue) 1502 480 2502 240 Design issue fee 1503 640 2503 320 Plant issue fee 1503 640 130 Petitions to the Commissioner 1807 50 Processing fee under 37 CFR 1.17(q) 1806 180 Submission of Information Disclosure Stmt 1806 180 Submission of Information Disclosure Stmt 1806 180 Submission after final rejection (37 CFR 1.129(a)) 1809 770 2809 385 Filing a submission after final rejection (37 CFR 1.129(a)) 1801 770 2810 385 For each additional invention to be examined (37 CFR 1.129(b)) 1801 770 2801 385 Request for Continued Examination (RCE) 1802 900 Request for expedited examination of a design application 1802 900 Request for expedited examination of a design application 1802 900 Request for expedited examination 1802 900 Request for expedited examination 1803 900 1802 900 Request for expedited examination 1803 900 1804 900	1005 160 2005 80 Provisional	iling fee	1451	1,510	1451	1,510	Petition to institute a public use proceeding	
2. EXTRA CLAIM FEES FOR UTILITY AND REISSUE Fee from below Fee Paid Independent Claims Independent Claims Multiple Dependent Large Entity Small Entity Fee Fee Code (\$) I202 18 2202 9 Claims in excess of 20 I203 290 2203 145 Multiple dependent claims in excess of 3 I204 86 2204 43 "Reissue independent claims over original patent source of and over original patent substitute of the code (\$) I205 18 2205 9 "Reissue claims in excess of 20 and over original patent substitute of the code (\$) I205 18 2205 9 "Reissue claims in excess of 20 and over original patent substitute of the code (\$) I206 IRO SUBTOTAL (2) (\$) 0.00 I453 1,330 2453 665 Petition to revive - unintentional 1501 1,330 2501 665 Utility issue fee (or reissue) I502 480 2502 240 Design issue fee I503 640 2503 320 Plant issue fee I640 130 1460 130 Petitions to the Commissioner 1807 50 Processing fee under 37 CFR 1.17(q) IRO	SUBTOTAL (1) (\$)	1452	110	2452	55	Petition to revive - unavoidable	
Total Claims Independent Claims Multiple Dependent Large Entity Small Entity Fee Fee Code (\$) 1202 18 2201 43 Independent claims in excess of 3 1203 290 2203 145 Multiple dependent claims in excess of 3 1204 86 2204 43 **Reissue independent claims over original patent Subtrotal (2) Subtrotal (2) Subtrotal (2) (\$) 0.00 Fee Faid 1503 1,330 2501 665 Utility issue fee (or reissue) 1502 480 2502 240 Design issue fee 1503 320 Plant issue fee 1503 640 130 Petitions to the Commissioner 1807 50 Processing fee under 37 CFR 1.17(q) 1806 180 Submission of Information Disclosure Stmt 8021 40 8021 40 8021 40 Recording each patent assignment per property (times number of properties) 1809 770 2809 385 Filing a submission after final rejection (37 CFR 1.129(a)) 1801 770 2801 385 For each additional invention to be examined (37 CFR 1.129(b)) 1801 770 2801 385 Request for Continued Examination of a design application Other fee (specify) **Reduced by Basic Filing Fee Paid** **Redu	2 EVIDA CLAIM EEES EOD LITH		1453	1,330	2453	665	Petition to revive - unintentional	
Total Claims Independent Indep		Fee from					Utility issue fee (or reissue)	
Independent Claims Multiple Dependent Large Entity Small Entity Fee Fee Fee Fee Fee Fee Code (\$) 1202							· ·	
Multiple Dependent Large Entity Small Entity Fee Fee Fee Fee Fee Fee Code (\$) 1202 18 2202 9 Claims in excess of 20 1201 86 2201 43 Independent claims in excess of 3 1203 290 2203 145 Multiple dependent claims in excess of 3 1204 86 2204 43 ** Reissue independent claims over original patent 1205 18 2205 9 ** Reissue claims in excess of 20 1206 1807 50 Frocessing fee under 37 CFR 1.17(q) 1806 180 1806 180 Submission of Information Disclosure Stmt 8021 40 Recording each patent assignment per property (times number of properties) 1809 770 2809 385 Filing a submission after final rejection (37 CFR 1.129(a)) 1810 770 2810 385 For each additional invention to be examined (37 CFR 1.129(b)) 1807 50 Frocessing fee under 37 CFR 1.17(q) 1808 1809 1809 1800 1800 1800 1800 1800 1800 1809 770 2810 385 For each additional invention to be examined (37 CFR 1.129(b)) 1809 770 2810 385 For each additional invention to be examined (37 CFR 1.129(b)) 1809 770 2810 385 For each additional invention to be examined (37 CFR 1.129(b)) 1800 1800 1800 1800 385 For each additional invention to be examined (37 CFR 1.129(b)) 1800 1801 770 2801 385 Request for Continued Examination (RCE) 1800 1801 770 2801 385 Request for Continued Examination (RCE) 1800 1801 770 2801 385 Request for Continued Examination (RCE) 1801 770 2801 385 Request for Continued Examination (RCE) 1801 770 2801 385 Request for Continued Examination (RCE) 1801 770 2801 385 Request for Continued Examination (RCE) 1801 770 2801 385 Request for Continued Examination (RCE) 1802 900 1802 900 Request for Continued Examination (RCE) 1803 700	Independent A Att - 0							
Large Entity Small Entity Fee Fee Code (\$) Fee Description 1806 180 1806 180 180 Submission of Information Disclosure Stmt 8021 40 Recording each patent assignment per property (times number of properties) 1809 770 2809 385 Filling a submission after final rejection (37 CFR 1.129(a)) 1800	Claims	^ =====================================					Petitions to the Commissioner	
Fee Fee Code (\$) 1202 18 1202 9 Claims in excess of 20 1201 86 1202 18 1203 290 1203 145 Multiple dependent claims in excess of 3 1204 86 1204 43 Reissue independent claims over original patent 1205 18 1205 9 Reissue claims in excess of 20 1206 Recording each patent assignment per property (times number of properties) 1809 770 1800 Recording each patent assignment per property (times number of properties) 1809 770 1809 77	·						```	
1202 18 2202 9 Claims in excess of 20 1201 86 2201 43 Independent claims in excess of 3 1203 290 2203 145 Multiple dependent claims, if not paid 1204 86 2204 43 **Reissue independent claims over original patent 1205 18 2205 9 **Reissue claims in excess of 20 and over original patent 1205 18 2205 9 **Reissue claims in excess of 20 and over original patent 1205 18 2205 9 **Reissue claims in excess of 20 and over original patent 1205 18 2205 9 **Reissue claims in excess of 20 and over original patent 1205 18 2205 9 **Reissue claims in excess of 20 and over original patent 1205 18 2205 9 **Reissue claims in excess of 20 and over original patent 1205 18 2205 9 **Reissue claims in excess of 20 and over original patent 1205 18 2205 9 **Reissue claims in excess of 20 and over original patent 1205 18 2205 9 **Reissue claims in excess of 20 and over original patent 1205 18 2205 9 **Reissue claims in excess of 20 and over original patent 1205 18 2205 9 **Reissue claims in excess of 20 and over original patent 1205 18 2205 9 **Reissue claims in excess of 20 and over original patent 1205 18 2205 9 **Reissue claims in excess of 20 and over original patent 1205 18 2205 9 **Reissue claims in excess of 20 and over original patent 1205 1802 900 Request for continued Examination of a design application 1205 2205 9 **Reissue claims in excess of 20 and over original patent 1205 2205 9 **Reissue claims in excess of 20 and over original patent 1205 2205 9 **Reissue claims in excess of 20 and over original patent 1205 2205 9 **Reissue claims in excess of 20 and over original patent 1205 2205 9 **Reissue claims in excess of 20 and over original patent 1205 2205 9 **Reissue claims in excess of 20 and over original patent 1205 2205 9 **Reissue claims in excess of 20 and over original patent 1205 2205 9 **Reissue claims in excess of 20 and over original patent 1205 2205 9 **Reissue claims in excess of 20 and over original patent 1205 2205 9 **Reissue claims in excess of 20 and over original patent 1205 2205 9 **Reissue claims in excess of		cription	1806	180	1806			
1201 86 1201 43 Independent claims in excess of 3 1203 290 1204 86 1204 43 **Reissue independent claims over original patent 1205 18 1205 9 **Reissue claims in excess of 20 and over original patent SUBTOTAL (2) 1809 770 1809 770 1809 385 Filing a submission after final rejection (37 CFR 1.129(a)) 1810 770 1810 385 For each additional invention to be examined (37 CFR 1.129(b)) 1801 770 1802 900 1802 900 Request for Continued Examination of a design application Other fee (specify) *Reduced by Rasic Filing Fee Paid Other fee (specify)	,,,		8021	40	8021	40	property (times number of properties)	
1203 290 1204 86 1204 43 ** Reissue independent claims over original patent 1205 18 1205 9 ** Reissue claims in excess of 20 and over original patent SUBTOTAL (2) [\$\$) 0.00 1810 770 1810 385 For each additional invention to be examined (37 CFR 1.129(b)) 1801 770 1802 900 1802 900 Request for Continued Examination of a design application Other fee (specify) *Refluced by Rasic Filing Fee Paid OUNTED At (2) (CS) 0.00			1809	770	2809	385	Filing a submission after final rejection	
1204 86			1010	770	2010	205	,	
over original patent 1801 770 2801 385 Request for Continued Examination (RCE) 1205 18 2205 9 ** Reissue claims in excess of 20 and over original patent SUBTOTAL (2) (\$) 0.00 *Reduced by Rasic Filing Fee Paid 0.05 24 (2) 0.00 *Reduced by		1010	''0	2010	, 303			
and over original patent Other fee (specify) **Reduced by Rasic Filing Fee Paid OUNTER AL (2) (2) 0.00						• • • • • • • • • • • • • • • • • • • •		
SUBTOTAL (2) (\$) 0.00 *Reduced by Basic Filing Fee Paid CURTOTAL (2) (C) 0.00 0.00		1802	900	1802	900			
Renticed by Basic Filling Fee Paid Augusta (A) 1/6/ 0/0 00	SURTOTAL (2)	Other	fee (sp	ecify) _				
OF HUMBER PREVIOUSITY PAID, IT QUEATER, FULL VEISSUES, SEE ADDITE 1	**or number previously paid, if greater; Fo		*Redu	ced by	Basic F	Filing Fe	se Paid SUBTOTAL (3) (\$) 950.0	10

SUBMITTED BY		Λ						(Complete (if applicable))
Name (Print/Type)	John Patrick	/ard				Registration No. (Attorney/Agent)	10,216	Telephone	408-720-8300
Signature			\prod	$I\!\!\Lambda$	þ			Date	November 17, 2003

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

This collection of information is required by 37 CFR 1.17 and 1.27. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.



, Attorney Docket No.: 42390.P9943

IN THE UNITED STATES PATENT	AND TRADEMARK OFFICE 1
In Re the Patent Application of:	He8 And + A
Chapple et al.) Examiner: Patel, N.
Serial No.: 09/848,998) Art Unit: 2182
Filed: May 4, 2001	RECEIVED
For: Method and Apparatus for Gathering Queue Performance Data	NOV 2 5 2003 Technology Center 2100

AMENDMENT AND RESPONSE TO OFFICE ACTION

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated May 16, 2003, Applicants respectfully request the Examiner to enter the following amendments and to consider the following remarks.

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.

By: <u>Cinne Collette</u>, Anne Collette Date: November 17, 2003